

ODP 2222-76
10 NOV 1976

MEMORANDUM FOR: Director of Communications
FROM : Clifford D. Hay, Jr.
Director of Data Processing
SUBJECT : OC/ODP Coordination

Bill:

I am in complete agreement with your suggestion that we need more effective joint planning and joint coordination in the area of data communications. In fact, I made a point of this need in my comments during the recent Data Communications Seminar sponsored by ODP. I have been concerned for some time regarding the many problems which seem to crop up frequently in providing data terminal support. We seem to be unable to come up with dependable schedules for new installations. In addition, we seem to have recurring problems in reliability which involve both the lines and the terminals. The result is that we have quite a few unhappy, if not irate, customers.

While I recognize the extensive and productive coordination and cooperation that exists at the working level in our respective organizations, I believe we can improve our procedures for planning, scheduling, and coordinating new installations and our procedures for identifying, logging, and correcting problems. I also believe that our approach to engineering data communications systems leaves something to be desired. There are many possible choices of design tradeoffs which must consider link characteristics, bit rates, error control schemes and the like. These systems problems cannot be adequately addressed when the data links and terminal equipment are planned and designed as separate entities.

Accordingly, I propose that we establish a joint OC/ODP engineering/planning group which would meet on a periodic basis to accomplish the following:

1. Planning

Initiate a joint engineering effort to analyze our data communications system environment and recommend design improvements as appropriate.

2. New Installations

Develop jointly agreed action plans and schedules for new data terminal installations and their supporting communications. Monitor the execution of these plans, initiating corrective actions as appropriate and keeping senior ODP/OC management and our customers informed of any significant schedule slippages.

3. Service

Develop joint procedures for identifying, logging and controlling the diagnosis and correction of data communications problems. Monitor and report to senior ODP/OC management on the quality of service we are rendering to our data communications customers.

STATINTL If you agree with the above proposal, I will designate [REDACTED], the Chief of the ODP Engineering Division, as my representative to work with your representatives initially in working out a charter for the joint group and a plan for accomplishing the above goals. Please let me know what you think about these ideas.

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Clifford O. May, Jr.

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